

USPS Report on PRC Rate and Service Inquiries for May 2016

The Postal Regulatory Commission referred 35 inquiries to the Postal Service in May, 2016. Customers received responses on average within 8 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (31) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (4) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (0) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

New: Missing Mail App Now on USPS.com!

The [Missing Mail](#) application is now available on USPS.com to assist customers in the event that mail is not delivered as expected or is 'missing'--such as 'undeliverable as addressed' or 'loose-in-the-mail' items. This new application allows customers the option to submit a 'search request' for their missing item online via their USPS.com account and provides convenient online access 24 hours a day/7 days a week.

Customers may enter details and upload photos of their missing item to assist the Mail Recovery Center in identifying it. Periodic updates on the status of the search and a final resolution of the request will also be provided. Customers may check the status of their search online on the 'History' page in the app.